

Appendix A (Edited 25 July 2018)

Job Description - APHN Executive (Intern)

Reporting to the Chairperson of the APHN or any person that he/she may designate, the APHN Executive (Intern) is responsible for supporting the Secretariat Office of the APHN.

1. Membership

To maintain a register of current members and take responsibility for communication with the APHN membership, including

- 1.1 Acting as the first point of contact for all queries received via phone, web chat and email, with transfer of the APHN office line to mobile phone when out of office. (KPI: all queries to be replied within 24 hours, weekends and public holidays excluded)
- 1.2 Timely email communications and engagement with members. (KPI: to seek relevant approval within 24 hours of receipt of request and to send email communication within 24 hours of approval being given, weekends and public holidays excluded)
- 1.3 Processing online and offline membership applications, renewals and subscription payments (KPI: all membership subscriptions to be completed within 1 week of submission)
- 1.4 Maintaining up-to-date members database and services directory

2. Communication

Enhance communication among the APHN membership by improving web-based communication, including

- 2.1
 - i) keeping APHN website with up to date notices and articles on palliative care,
 - ii) maintaining APHN website with regular updates to user interface and layout,
 - iii) publishing a monthly e-newsletter for members,
 - iv) organising online discussion forum and webinars, and
 - v) increasing awareness of palliative care and the APHN through social media.
- 2.2 timely mobile and web-based announcements/communication to members.
- 2.3 building and maintaining a mailing list of palliative care professionals, organisations and sponsors for marketing of APHCs and other APHN activities

3. Others

Taking on any other duties as may be required by the APHN Council, including administrative support for APHN activities, regional events and projects such as the Lien Collaborative for Palliative Care and the Asia Pacific Hospice Conference.